

Appendix 1 – Tenant Involvement Progress Update

13th November 2017

Recommendation	Agree?	Housing Panel Comment April 2016	Progress update Autumn 2017
1. That elected members are asked to approach or suggest tenants who may wish to contribute to tenant involvement.	Y	Agreed	Are there any tools/literature that could be issued to members to support this process?
2. That the Tenants in Touch newsletter continues to include some content (e.g. one page) specifically aimed at leaseholders.	Y	This has been in place for the last two editions and apart from the forthcoming issue where it was not possible, will continue in future editions. Members are encouraged to read the newsletter.	Updates/articles are sourced from all Tenancy Management Officers, (including the Leasehold Management Offer) for every edition.
3. That consideration is given to exploring opportunities to offset some of the costs of producing Tenants in Touch through paid sponsorship or advertising, as well as promoting local charities and support groups.	Y	We will give consideration to this, with the agreement of the tenants involved in editing the newsletter.	We do promote local charities and support groups for example; Emmaus & CAB. Although the sponsorship is a good suggestion and could bring in some income; we would however lose income with the additional time it would take to manage this. The ads could also detract from the excellent and useful article already in the magazine.
4. That Tenants in Touch is fully accessible using the Council's mobile app.	In part	We support in principle and will look to incorporate into the IT work programme if feasible.	Having looked into the app, it is felt that Tenants in Touch would be better placed on a Tenants Portal. Being that we are currently mid tender for the new housing system and mobile app; it is recommend that this be included in the system's development stages (the Tenant Portal).

5. That tenants using the repairs portal are signposted to reporting other things, such as incidents of anti-social behaviour.	In part	As above	As above, there is scope for a new Tenant Portal being part of the new housing/mobile system. Enhancements to the portal would be considered during the development stages. We are also able to confirm that ASBIT have been heavily involved in the systems tender process.
6. That the Tenant Involvement Team continues to support and link with local IT training (such as the Blackbird Leys Information Technology Zone) and facilitate trials of new online services.	Y	This builds on the excellent work already done in this area	We continue to be active in sign posting tenants to such training. As part of the Tenant Involvement Structure, we will be setting up personal development plans for all new/existing volunteers. This will pick up individuals' training needs.
7. That tenants are involved in future procurement processes from the early stages through to selection, perhaps on a rotating basis from within a pool of tenants who have expressed an interest.	Y	As above	This was carried out at the early stages of a potential Repairs Satisfaction Survey outsourced contract. The sessions with the volunteers helped populate the tender brief, with the feedback and suggestions being very useful.
8. That tenant involvement in recruiting to housing posts is mainstreamed with involved tenants having a full and equal say in the process of recruitment.	Y	As above – for key housing posts.	We will also train volunteers to interview existing staff. This will not only cover recruitment and will provide them with the skills to ask officers/managers detailed questions about the services they deliver so that this can be used in service reviews.

9. That joint partnership working opportunities continue to be provided, enabling the sharing of best practice and ideas with other local authorities and housing associations.	Y	As above	This year we have joined an Engagement Partnership in Berkshire and will head the meeting. We were also very active at the National TPAs conference 2017 and made new Involvement contacts from Luton, Leeds and Oldham (for example).
10. That elected members are invited to the annual Tenant and Leaseholder Conference in future years.	Y	All members are welcome. Notification of events are provided through Tenants in Touch	<p>We spoke with are most active volunteers regarding a conference this year. They agreed that there would be greater value investigating money into inviting more tenants to the National TPAS Conference.</p> <p>This year we took 14 tenants and it was the most rewarding/productive conference to date. In 2018 we will again seek the views of our most active volunteers, on whether they would prefer investment in either a Annual Conference, the TPAS National, or a different alternative.</p>
11. That a training matrix is created to assist in keeping track of which tenants have attended the basic and non-compulsory training courses.	Y	This should allow us to suggest things involved tenants could do to contribute more fully	A training matrix has been set up. This will also links into the Personal Development plans.
12. That consideration is given to inviting non-residents to organised activities within sheltered blocks, where it is appropriate and safe to do so.	Y	The Council has been considering how to publicise our sheltered accommodation better, and this is a valuable suggestion	This year we carried out a review of the Housekeeping Service. As a result we are publishing a Local Offer for each sheltered scheme. When presenting the draft offer later this year, we will include the consultation on the communal space. Their feedback can then be included in the final version of their Local Offer.

<p>13. That consideration is given to the involvement of tenants in regeneration projects at Blackbird Leys and Barton, possibly as part of the Tenant Involvement Team's improvement focus for 2016-17.</p>	<p>Y</p>	<p>We are determined to ensure maximum participation in the regeneration programmes in BBL and Barton, and it would be very helpful for the Tenant Involvement Team to make this a focus for the coming Council year.</p>	<p>Tenant Involvement is heavily involved in the consultation of Great Estates projects. This included the improvements to the flats at Stowford, Bayswater and Barton Road.</p>
<p>14. That consideration is given to opportunities to involve and seek the views of potential future tenants who are currently on the Housing Register.</p>	<p>Y</p>	<p>Although this is more difficult than involving existing tenants for obvious reasons, the input would be valuable and we will look at ways of doing this, in conjunction with the Tenant Involvement Team.</p>	<p>In November Tenant Involvement are starting joint work with their Homelessness Prevention colleagues, on the Trailblazer project. Some of this work will include involving people living in temporary accommodation.</p>